Joybook 5000 User Manual

Before using your Joybook, please read the Quick Start Guide to get your Joybook 5000 up and running.
Read this manual for more detailed information that can help you use all of your Joybook's capabilities more effectively and enjoyably.

Table of Contents

Joybook 5000

Hard Disk Drive Activity Indicator 🔲

Lights up in blue when Joybook 5000 is accessing the hard disk drive.

Memory Card Access Indicator 🔲

Lights up in blue when Joybook 5000 is accessing the memory card.

Num Lock Indicator 🔒

Lights up in blue when the Num Lock is activated.

Caps Lock Indicator 🔒

Lights up in blue when the Caps Lock is activated.

Scroll Lock Indicator 🔒

Lights up in blue when the Scroll Lock is activated.

Left and Right Buttons
Equivalent to the left and right buttons on a mouse.

Up and Down Scroll Button
Use this button to scroll windows up or down, or toggle among items in a menu.

Internet Hotkey
Starts up the Internet Explorer Web browser.

E-Mail Hotkey
Starts up the Outlook Express e-mail client.

P1 Customizable Hotkey 1
Can be set to open the same application as the third icon on the Q-Media bar.

P2 Customizable Hotkey 2
Can be set to open the same application as the fourth icon on the Q-Media bar.

Power Switch
Turns Joybook 5000 on or off.

Touch Pad
For controlling the on-screen cursor. Can be activated and deactivated by pressing the Fn + F6 hotkey combination.

▦ Power Jack
For connecting the AC adapter.

1394 IEEE 1394 (FireWire)
Connect to a digital video camera and use it to create your own movies. You can also connect Firewire hard disk, printer, and more.

ᯤ LAN (Ethernet) Port
Allows Joybook 5000 to connect to a 10/100Mbps Ethernet network.

▭ VGA Port
For connecting external display devices, such as monitors and projectors.

⟲▸ TV OUT
The S-Video Out port allows you to output display signals to a television set or VCR for viewing or recording.

Ventilation Holes
For dissipating heat and keeping the Joybook at an optimal temperature.

Modem Port

Accepts an analog telephone line for use with the internal modem.

USB 2.0 Ports

For connecting peripherals such as mice, digital cameras and MP3 players that use the USB interface.

▲▼ Volume up/down

Increases and decreases the volume.

Three-in-One Slot

Reads Memory Stick, SD Card and MMC Card.

PC card slots

You can use the 2 built-in PC card slots and various PC cards on the market to further expand the capabilities of Joybook 5000. Insert the PC card into the slots following the direction indicated on the card and complete related driver settings.

PC Card Ejection Button

Before ejecting a PC Card:
1. Quit all PC Card applications and shut down all PC Card functions.
2. Press and then release the PC Card eject button, causing it to pop out.
3. When the button has popped out, push it in again to eject the PC Card.

DVD / DVD&CD-RW Combo Drive (optional)
Supports multi-functional optical module for reading music CD, VCD and DVD or burning CD-R/CD-RW (optional). Discs can be inserted/ejected by pressing the small eject button at the center of the Drive.

Kensington Lock

Attach a lock and cable to prevent theft.

Speaker
Plays audio generated by Joybook 5000.
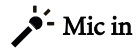
Mic in
Can be used to connect to a microphone for recording sounds.

Battery Indicator
When Joybook is in use, lights up in blue. When the battery is charging, turns into orange. Flashing blue indicates that the battery is running low. Flashing orange indicates that the battery is malfunctioning, in which case you should contact service personnel.

Infrared port
You can connect Joybook 5000 to your PDA, mobile phone or other Infrared compatible devices using this port.

Earphone Jack
Can be used to connect to an earphone or external speaker.

Power Indicator
Lights up in blue when Joybook is turned on. When the system enters sleep mode, it turns into orange.

Wireless LAN Indicator
When connected to a wireless LAN network, this indicator will light up.

Function Hotkeys

You can use the function hotkeys to access commonly used functions or make quick settings. To use the hotkeys, press and hold the Fn key in the lower left corner of the keyboard, and then press the desired hotkey.

Fn + F1
Opens function keys online help.

Fn + F2
Puts Joybook 5000 into sleep mode.

Fn + F3
Switches display between the LCD screen and an external monitor/projector, or allows simultaneous display.

Fn + F4
Decreases screen brightness.

Fn + F5
Increases screen brightness.

Fn + F6
Activates or deactivates the touch pad.

Fn + F7
Activates or deactivates the speakers.

Fn + F12
Activates or deactivates wireless LAN function.

⊞ Windows Key

Functionally equivalent to clicking the Start button on the Windows desktop.

⊞ + Tab

Makes the next item on the Windows task bar active.

⊞ + E

Opens the My Computer window for browsing disks and files.

⊞ + M

Minimizes all windows.

Shift + ⊞ + M

Cancels minimization of all windows.

⊞ + R

Activates Run dialogue box.

Num Lock

Activates the numeric keypad integrated in the keyboard.

Caps Lock

Capitalizes all text entered.

▤ Application Key

Provides the same function as the right touch pad button, bringing up a contextual pop-up menu.

Getting Started with Windows XP and QMedia Bar

Your Joybook 5000 comes installed with Windows XP, Microsoft's latest operating system for consumer PCs. The first time you start up your Joybook 5000, Windows XP will ask you a few questions. Answer the questions to ensure that your full rights are protected. **If you are asked to select the type of keyboard and you are not sure, please check the specification label on the packing carton to determine the correct keyboard type.**

After you are done answering the questions, Joybook 5000 will restart and then you will enter Windows XP for the first time. Click **Start** and select **Help and Support** in the menu that appears. The Help and Support Center will appear and you can find more information on how to use Windows XP here.
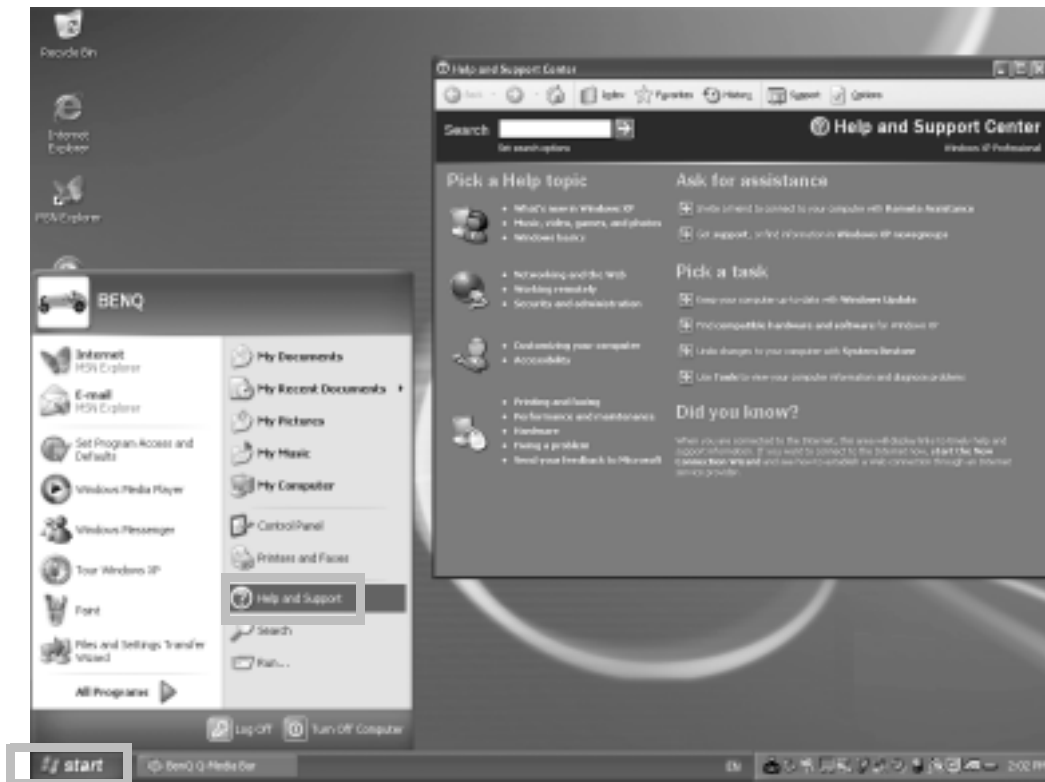
Next, please follow the steps below to setup the languge for non-unicode programs settings in Windows XP.

1.
Click **Start** and then **Control Panel**.
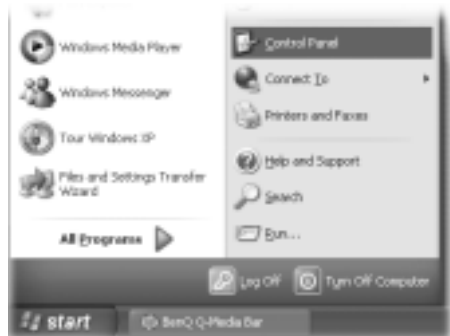
2.
Click **Date, Time, Language, and Regional Options**.

3.
Click **Regional and Language Options** in the window that appears.

4.
Click the **Advanced** tab.

5.
In the drop-down listbox, click to select your language and country.

6.
Click **Apply**.

7.
Click **Yes**.

8.
Click **Yes**.
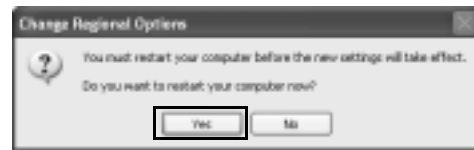
Using the Q-Media Bar

On the Q-Media Bar, you can:

Click to start up Internet Explorer and surf the Internet.

Click to open Outlook Express for accessing e-mail.

Click to open QMusic. You can use QMusic to listen to MP3 or CD music, burn MP3 music onto a CD (needs optional CD burner), convert and save CD music into MP3 format, or create your personal favorite music album.

Click to start up Power-DVD for playing DVD or movie clips.

Click to activate Power-Director with which you can create and edit your personal movie clips.

Click to open Photo Explorer. It allows you to easily create and share your online photo album.

Click to open CD-Maker for burning your favorite music, photos and files onto CDs.

Your Digital Entertainment Center - BenQ Joybook 5000

Send and receive e-mail. Browse the Web.

Listen to music and create your own custom music collection.

Convert music into MP3 format and take your tunes wherever you go.

Watch video. Create your own movies.

Browse and edit digital photographs.

Quickly and reliably burn CD-R discs (optional).

Getting Online

By using the Q-Media bar or the Internet hotkey🪐, you can begin surfing the web quickly.

1.

Click the Internet Explorer icon on the Q-Media bar, or press the Internet hotkey 🪐.

2.

After the Internet Explorer window opens, enter the address in the **Address** field and click **Go** or press the Enter key.
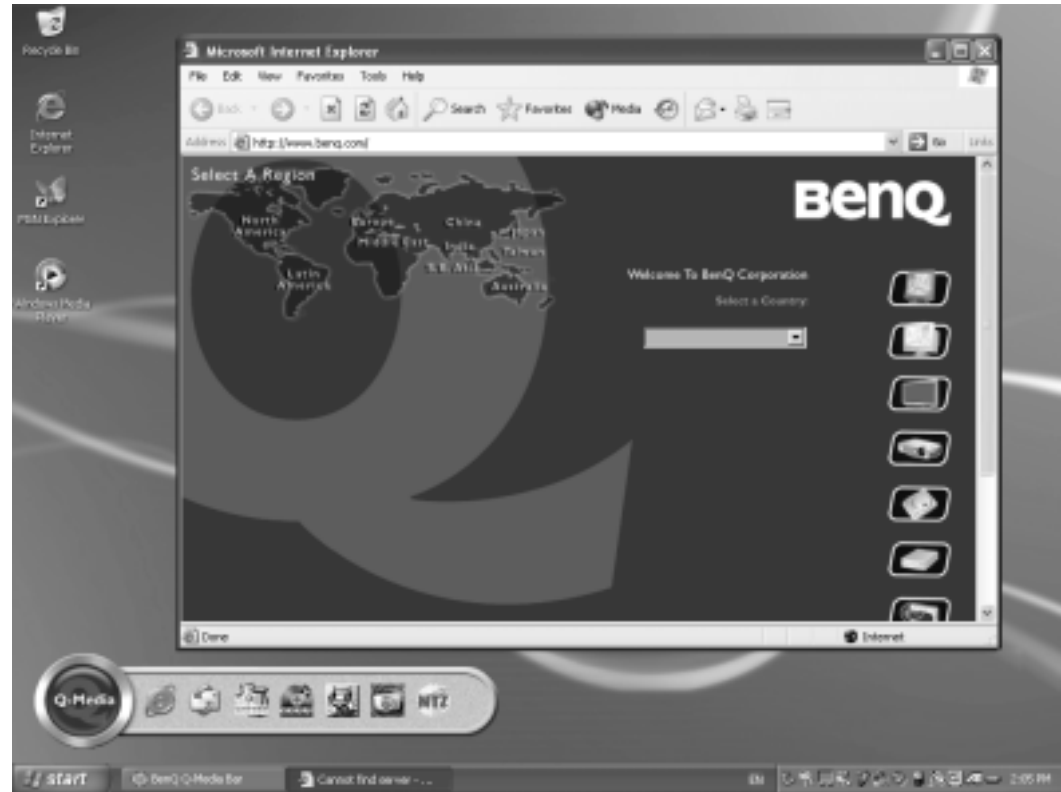
In order to access the Internet, you must have an account with an ISP (Internet service provider) and perform needed software configuration. For detailed information on accounts, passwords and other settings, please consult your system administrator or ISP.

Sending and Receiving E-mail

By using the Q-Media bar or the e-mail hotkey ✉, you can instantly start up the Outlook Express e-mail program.

1.

Click the Outlook Express Icon on the Q-Media bar, or press the e-mail hotkey ✉.

2.

After the Outlook Express window opens, you can start sending and receiving e-mail.
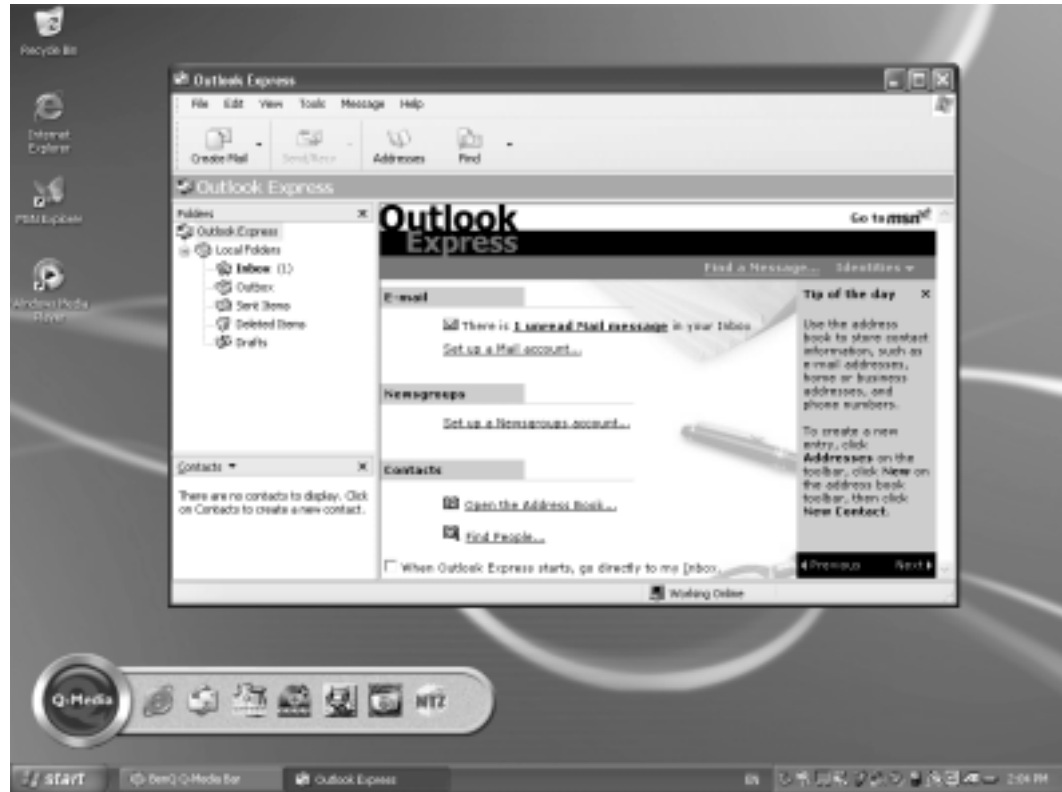
In order to send and receive e-mail, you must have an account with an ISP (Internet service provider) and perform needed software configuration. For detailed information on accounts, passwords, e-mail server and other settings, please consult your system administrator or ISP.

QMusic - Making Music Mobile

Action
Depending on the item selected elsewhere in the QMusic window, burns a CD, converts songs, stops the current action, or continues a suspended action.

Add
Depending on the item selected elsewhere in the QMusic window, creates new play lists or adds songs.

Music Library
Lists your music file collections.

My Joybee
When a Joybee MP3 player is connected, you can transfer all listed songs by selecting **Renew Songs**.

My Play Lists
You can select your favorite songs in My Play Lists and give it an album name.

QMusic application window controls

Search entry field
Enter the text and click the magnifier icon to search for a song.

Option
Accesses application preferences.

Skin
Allows you to change the appearance of QMusic.

Repeat
Shuffle

Visual Effect
Equalizer
Playlists

Song List window
Displays songs and related information. You can also select the song you would like to play or burn to CD.

Previous song

Play

Stop

Next song

Eject

Volume

Please refer to the Joybee user manual for further information about QMusic.

Making Music Mobile
Step 1 - Converting CD Tracks to MP3 Format

1. Insert an audio CD into the DVD drive. The list of tracks will appear in the list on the right column.

2. Select and check the tracks you want. You can rearrange the order of songs here.

3. Click [icon].
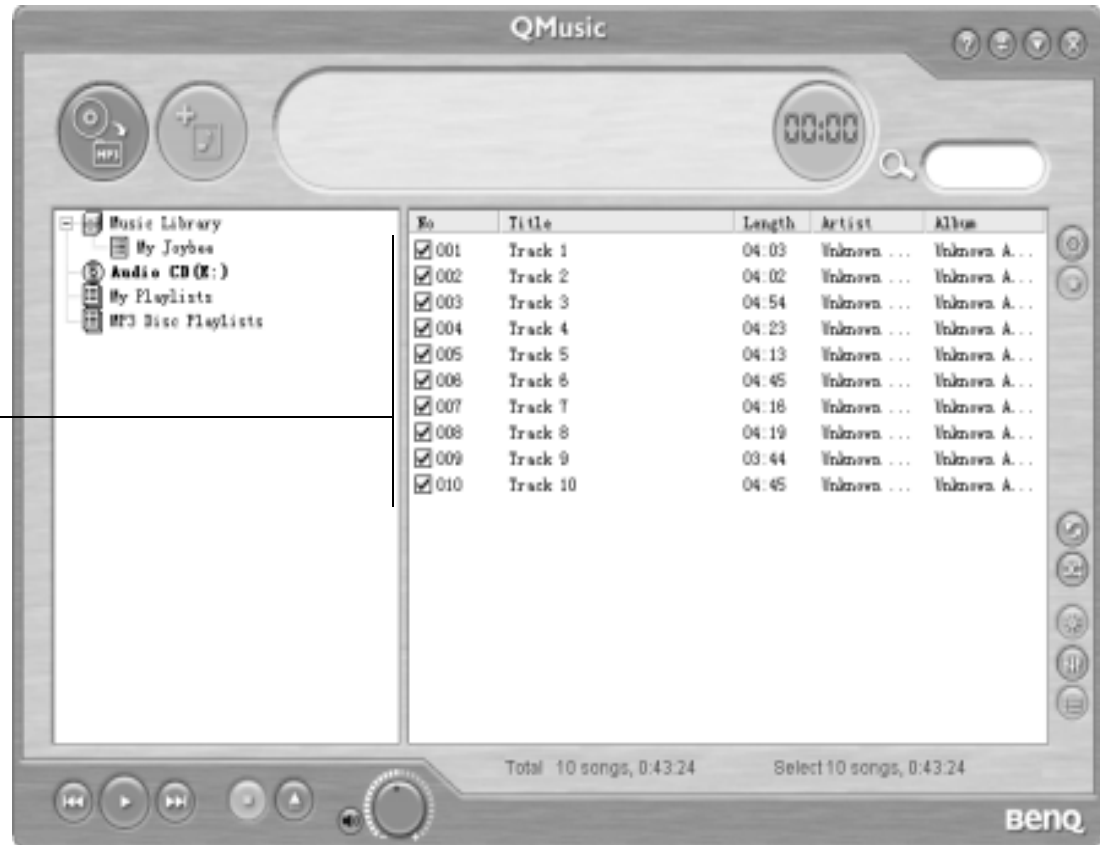
Making Music Mobile
Step 2 - Copy Converted Sound Tracks to Joybee MP3 Player

4. Plug Joybee MP3 Player into one of the USB ports. Joybee will appear on the left column. Click **New Album**.

5. Click and drag the converted files to the **MP3** folder under Joybee.
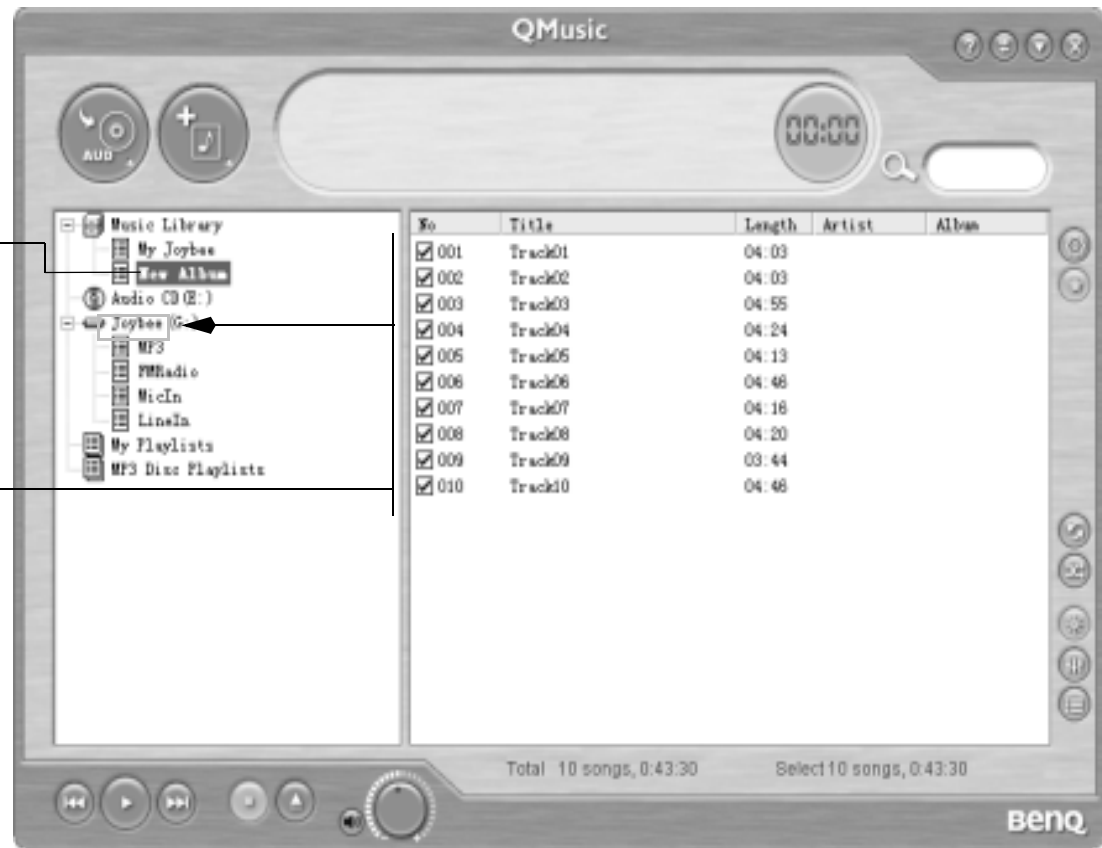
You need to have a **MP3** folder under Joybee first. If not, create one.

Watching Movies

You can use the integrated DVD player in your Joybook 5000 to watch VCD or DVD video.

1. Insert the disc, Power DVD will automatically start up and begin playback.

2. If you wish, select full-screen mode for more comfortable viewing.

3. To view an explanation of the function for any button on the control panel, place the on-screen cursor over the button. A floating tool tip will appear.
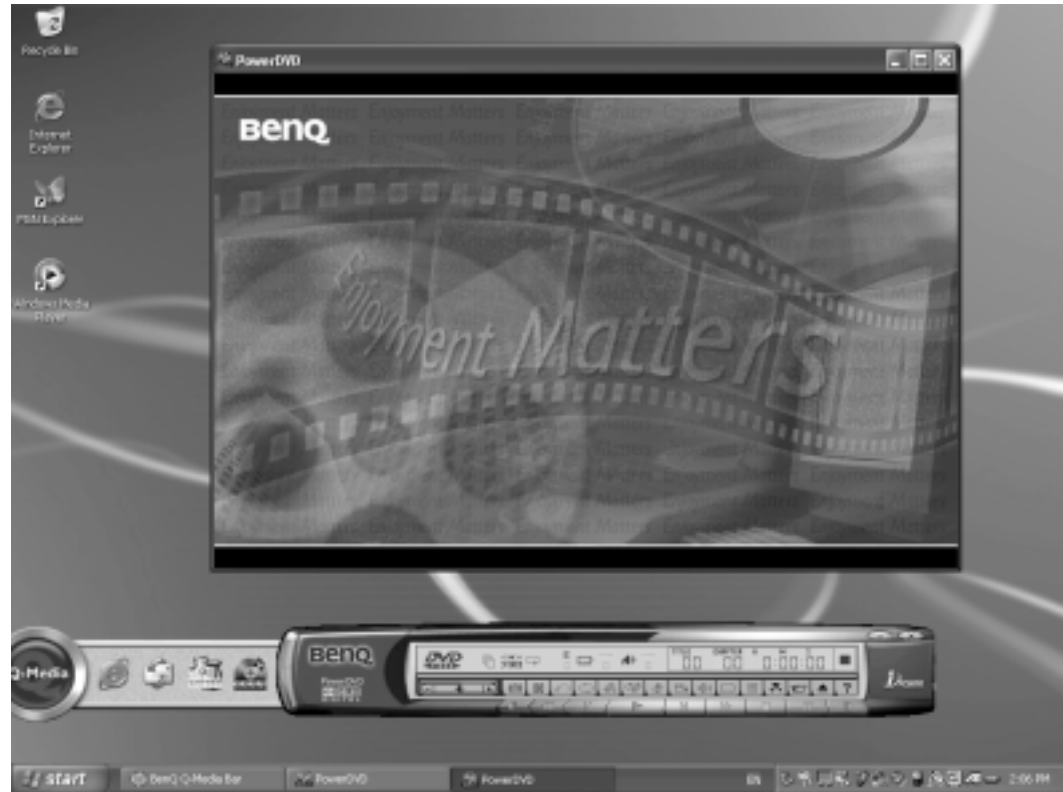
Making Your Own Movies

Joybook 5000 can help you edit video files to create a movie that you can share with family and friends. With a digital video camera or other source of digital video capture, you can take advantage of the Power Director software included with your Joybook 5000 to produce your very own cinematic masterpiece-or if you're less ambitious, just the coolest home video ever!

Preview Pane
Displays previews of video footage, transitions, and various types of effects.

Media Databank
Shows various types of raw media files that can be used in the storyboard pane

Trash Can
For deleting items from the Media Databank or Storyboard pane.

Storyboard Pane
Provides area for manipulating all the media segments, transitions, special effects and user settings needed to produce the final movie

i-Power
Brings up the i-Power online resources portal website.

Close
Closes the PowerDirector

Minimize
Minimizes the PowerDirector application window.

Mode Wheel
Used for switching between various editing modes.

Volume
Controls audio volume.

Viewing Digital Photographs and Creating Slideshows

Photo Explorer can help you manage your digital photographs and other images, letting you easily view, print, and edit them, as well as create customized slide shows

Customizable Toolbar

Directory Tree

Preview Pane

Viewer

Location

Browse Pane

Slide Show Storyboard

1. Transfer the pictures from your digital camera to Joybook 5000 using the USB port or memory card. Locate the desired image files in the Directory Tree.

2. Files in the directory you selected will be shown as thumbnails or in a list in the Browse Pane. Select the image you wish to view.

3. The image you selected will appear in the Preview Pane. Double-clicking in the Preview Pane will open the Viewer window for a closer look at the image.

Creating a Slide Show

4. Select **Tools**, **Slide Show** to open the Slide Show Storyboard and create a new project.
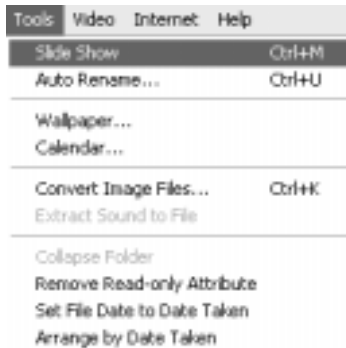
5. Select the image, video, and sound files you wish to use in your slide show, and drag them to the Slide Show Storyboard. These files may come from different directories.

To use a sound file as the soundtrack for your slide show, drag it to a position before the first slide on the Slide Show Storyboard.

7. Click **Save** 💾. If you wish to make changes to the slide show, open the .use file for the slide show and edit it on the Slide Show Storyboard.

The .use project file stores only file locations, sequences, names, and slide show options. It does not store the actual images, video, and sound files. If you wish to save a slide show to a CD for sharing with friends and family, or for archiving purposes, collect all its files in a single directory, and then burn this directory to a CD-R disk.

6. Click **Slide Show Options** 📋 to select transition effects and other options. Choose to run the slide show automatically or control it manually. If you choose to run the slide show automatically, you should also set the duration each slide should be displayed. (This setting applies only to images, as video and sound files will play to completion.)
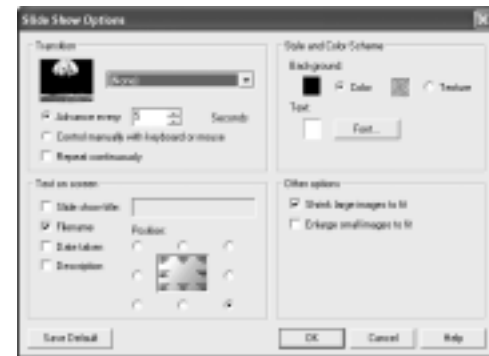
Burning CDs

If your Joybook 5000 is equipped with a built-in CD burner, you can use it with the included CD-Maker software to burn different types of data to CD.

Toolbar

CD type

CD Recorder Selector

Steps

Source Pane

Windows Explorer

Help

CD Layout

Destination Pane

File Size Bar
Displays the size of the files in the Destination Pane.
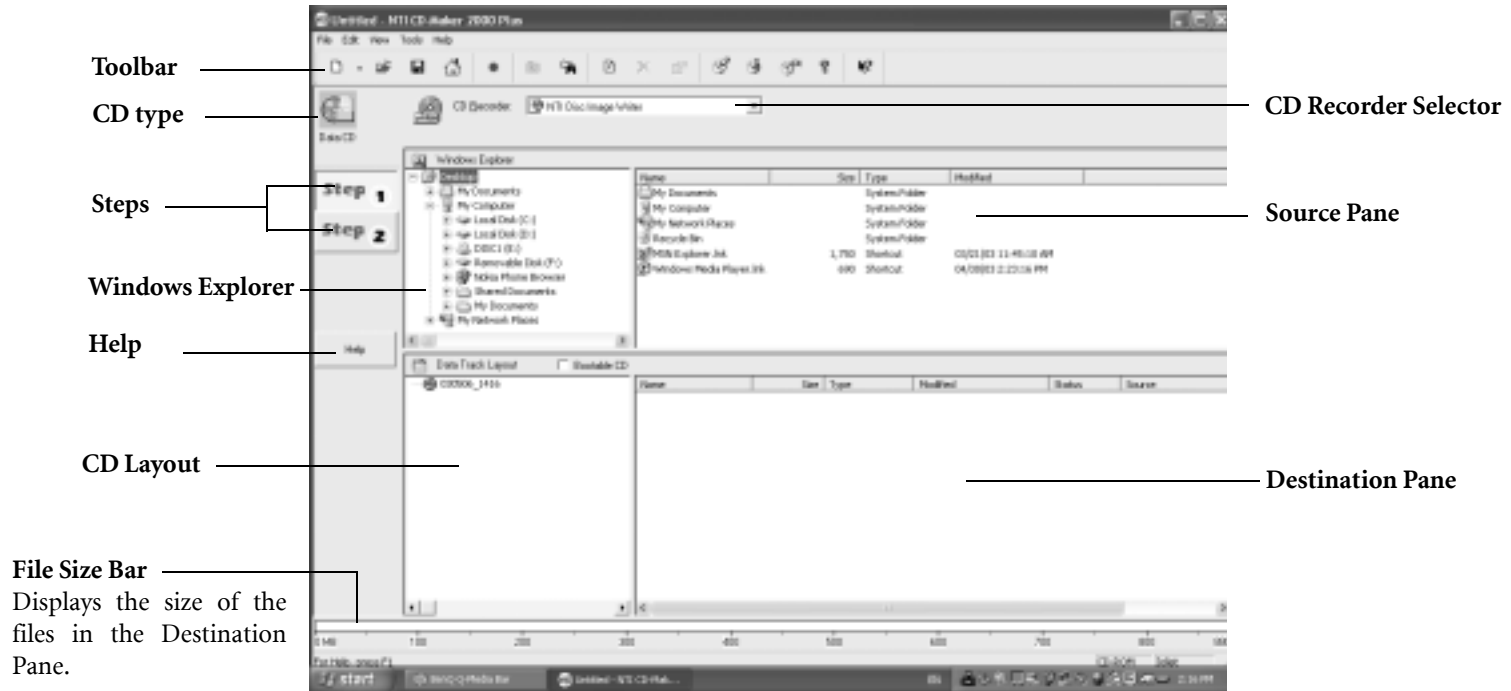
1.
Click the **New** icon 🗅 on the Toolbar.

> To select the type of CD you would like to burn, click the arrow on the right side of the **New** icon. You can select from the pull-down menu CD Copy, Data CD, Audio CD, Video CD, Super Video CD, Mixed-Mode CD or CD-Extra.

CD Copy
• Data CD
Audio CD
Video CD / Super Video CD
Mixed-Mode CD
CD Extra
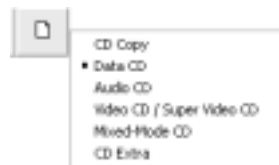
2.
In the Source Pane, select the files you wish to burn to CD and drag them to the Destination Pane.

3. Right-click on the CD icon ⊕ in the CD Layout area and select **Data CD Properties** from the pop-up menu that appears. Here you can setup the properties of the type of CD you want to burn.

In general, regardless of the burning format, two major steps are to be followed: Step 1 is to create the desired settings for the CD content. Step 2 is to burn the new CD. Three steps are required only for burning Mixed-Mode CD and CD Extra CD, as they have both data and audio track on the same disk, which are two different types.

4. Click the **Step 2** button and make the desired settings and start burning your CD.

Wireless Magic - Built-In WLAN Card (Optional)

Depending on the model you purchased, your Joybook 5000 may have already been equipped with a built-in WLAN Card.
To connect to the wireless LAN network:

Make sure that you are located within the wireless network service area and you have already obtained the user name and password for accessing such network from the service provider.

1. Double-click on the icon .

2.

Select a wireless network. Fill in the blank with your network key and click **Connect**.
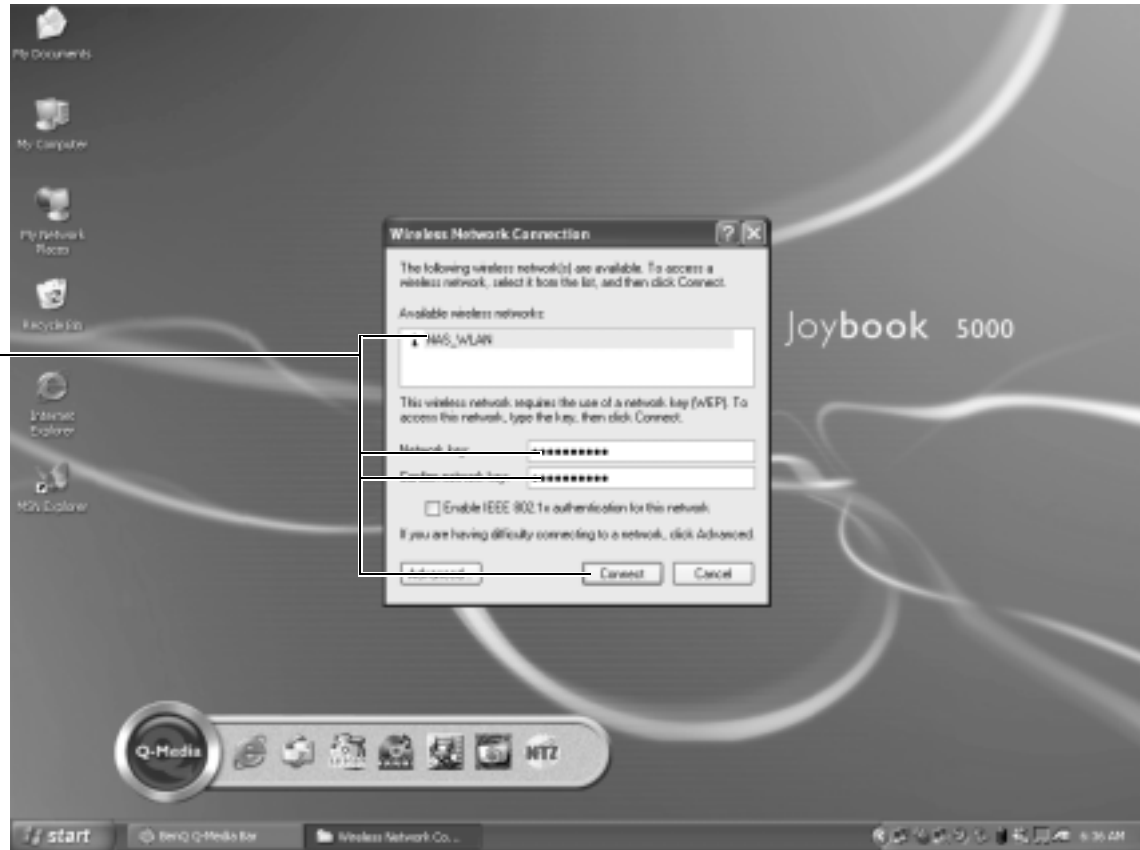
3. After you are connected to the wireless network, the network status will appear on the screen.

To access Internet, you may have to undergo another authorization process and enter username and password. For details, please consult your ISP.

Wireless Fun

AT HOME

At home you need an Access Point, which serves as an air station to make transmission possible.

OUTSIDE

Outdoors in places such as in coffee shops or library. You can inquire the service personnel about an account.

If you are not to use the WLAN Card in your Joybook 5000, 56k dial-up connection using the modem port, ADSL and broadband transmission using the LAN port would also do. Please contact your local ISP to get more information.

- When travelling by air, please be sure to turn off wireless networking to avoid any possible risks to flight safety.
- If your Joybook is equipped with the network card and the wireless network card, the system will optimize the working environment itself when you connect to the Internet.

Attaching External Display Devices

Attaching a VGA display device

When giving a presentation, you can output Joybook 5000's video signal to an external display device, such as a projector or monitor. Press the Fn + F3 hotkey combination to switch between Joybook 5000's own LCD panel and the attached display device, or use simultaneous display.

Monitor

Projector
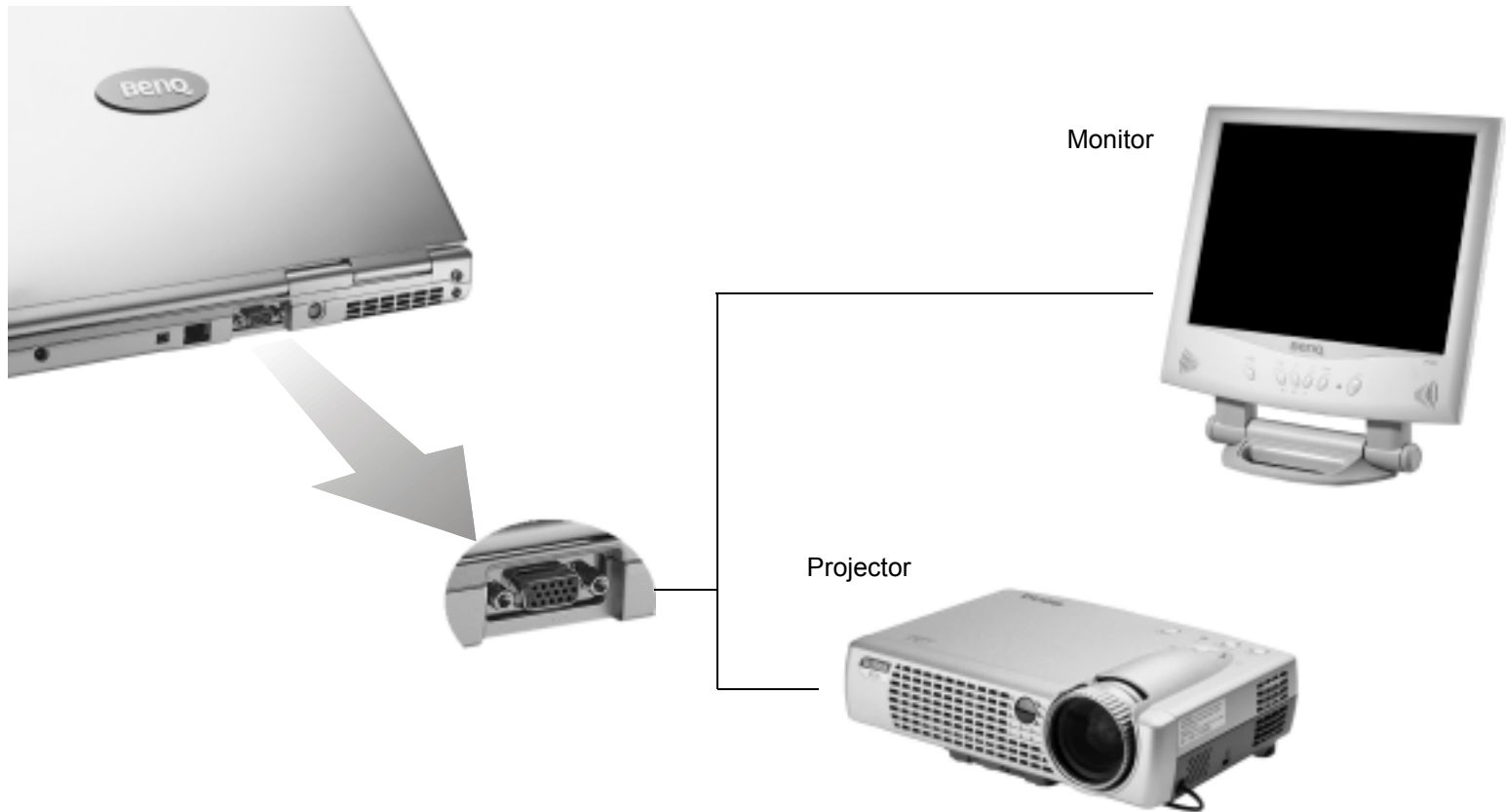
S-Video Out

The S-Video Out port allows you to output display signals to a television set or VCR for viewing or recording.

Television Set

VCR
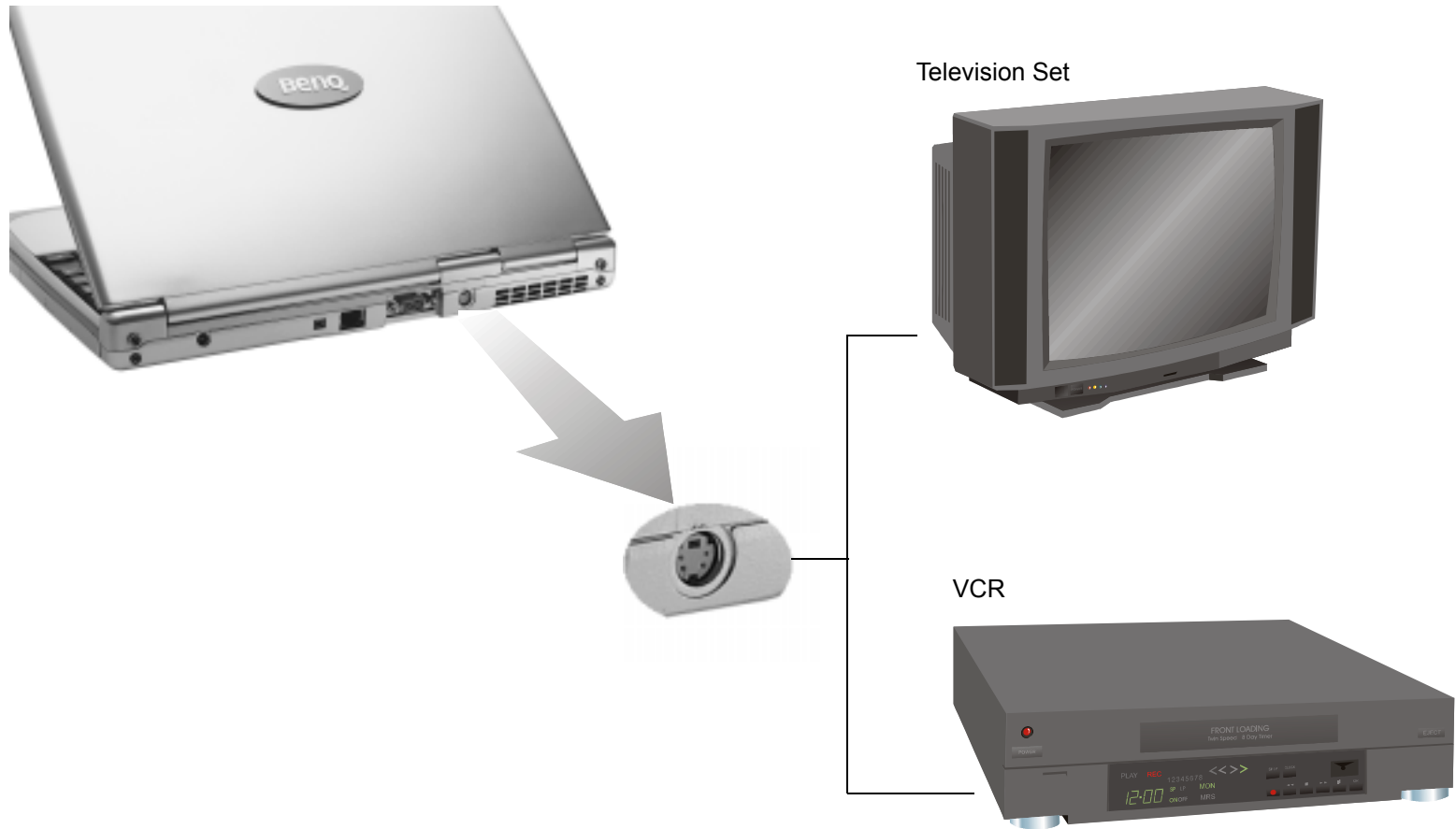
Installing Additional Memory

You can replace the existing memory module with a higher-capacity one. Before you upgrade or replace memory, please check on the BenQ web site to determine the module which can be used, or contact BenQ distributor or customer service center. It is recommended that you take your Joybook 5000 to the BenQ distributor or customer service center for the upgrade or memory replacement.

Your Joybook 5000 memory can be extended to up to 1 GB.
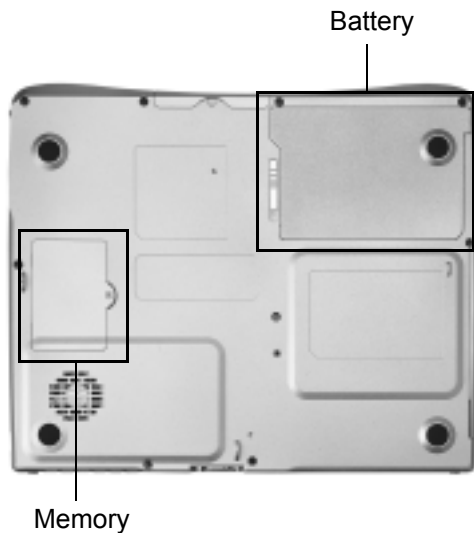
1. Turn off Joybook 5000 and disconnect the AC adapter. Turn Joybook 5000 over.

2. Remove the battery as shown.

3. Use a screwdriver to remove the screws that secure the memory sub-system cover. Open the cover.

4. Align the memory module with the slot, and then insert it. When inserting, pay attention to the direction of the memory module.

5. Gently push the free edge downwards until the module locks into place.

6. Replace the cover, and use a screwdriver to secure it with the screws. Install the battery, and then connect the AC adapter. When you start Joybook 5000, it will automatically test and configure the new memory.

Recommendations and Troubleshooting

The following are descriptions of situations that you may encounter during use of Joybook 5000, along with basic troubleshooting steps. If you are not able to resolve the issue, immediately contact a BenQ service center for assistance.

Joybook 5000 does not start up, even though the power button was pressed.

Check the power indicator.
- If it doesn't light up, Joybook 5000 is not being supplied by power- either from an external power source via the AC adapter or from the battery. Make sure that the AC adapter is correctly plugged into the power jack of Joybook 5000 and a working electrical socket to allow the battery to begin charging.
- If the power indicator lights up in blue, Joybook 5000 is being sup- plied normally with power, meaning that the problem lies elsewhere.
- If you have added any hardware (for example, memory), check if it has been installed correctly.
- It is possible that certain operating system files are damaged or miss- ing. If so, you may need to use the recovery CDs that came with Joy- book 5000 to return to factory default. However, please note that doing so will cause all of your personal data on the hard disk drive C: to be lost! For how to restore system from the recovery CDs, please refer to"Recovery CD Instructions" on page 33 for details.

There is nothing visible on the screen.

Check the power indicator.

- If it is not lit up, no power is being supplied to Joybook 5000. Connect the AC adapter and restart Joybook 5000.
- If it is lit up in orange, Joybook 5000 has entered sleep mode in order to conserve power. Simply press the power button to return Joybook 5000 to normal operating mode.
- lf it is lit up in blue, Joybook 5000 is being supplied normally with power. There are two possible causes for the problem.
- The screen's brightness may be set too low. Use the Fn + F5 hotkey combination to increase the brightness.
- The display mode may be set to use an external display. Use the Fn + F3 hotkey combination to switch the display mode to use Joybook 5000's own LCD panel or to use simultaneous display.

There is no sound coming from the speakers.

Check the following:
- The speakers may have been muted. Look at the volume control (speaker icon) on the Windows taskbar to see if mute has been set. If so, turn off the mute.
- An earphone or external speaker may be connected to the earphone jack, automatically turning off Joybook 5000's internal speakers.

CD or DVD drive does not function.

Please verify the following:
• Joybook 5000 is turned on, and the CD or DVD discs are properly inserted in the center of the disk tray in the optical drive.
• The DVD disk tray is closed.
Noise from the optical drive when the disc plays shows that the optical drive may be deformed, and Joybook 5000 needs to be repaired. If the disc tray does not open after the eject button is pressed, insert a pin into the Emergency Eject hole near the eject button to force the tray out.

DVD movies do not play.

The region code of the DVD inserted must match that of the DVD playback software. This region code can be set up to five times. If this limit has not been reached, a prompt will appear that will allow you to change the region code of the software to match that of the movie. Otherwise, you can only play back DVDs with the same region code as the last DVD played back successfully.

Unable to use the infrared port of Joybook 5000 to communicate with other devices.

Please confirm the following:
• Communication speeds for Joybook 5000 and the external device are identical.
• The infrared port is clear.
• There are no objects blocking the path between Joybook 5000 and the external device.
• The distance and angle between Joybook 5000 and device do not exceed the effective range of the port.
• You are not attempting to establish the link under conditions of direct sunlight.
• The infrared port is not facing any other infrared-enabled devices.
• There are no incompatibilities between the communications software that is attempting to establish the infrared link and any other communications software on Joybook 5000. For further information, please consult the manual for the particular software.

Recovery CD Instructions

You should receive a Recovery CD pack containing CDs that you can use to rebuild your system. These Recovery CDs will help you to restore the hard disk with the original content that was installed when you purchased your Joybook 5000. Follow the steps below to rebuild your hard disk.

Note: Before you use the recovery CDs:

1. You should try to use **Microsoft Windows XP System Restore tool** to restore your system under Windows. If you don't know where the System Restore tool is, you can just insert the **Recovery CD Disc 1** into CD-ROM drive under Windows, then Recovery CD will auto-launch the Windows XP System Restore tool.
2. If you decide to use this option, it is important to back up all data files. The Primary Partition (**Drive C:**) will be reformatted. The data files on Extended Partition (**Drive D:**) will not be erased.

Restoring steps

1. When Joybook starts up, press Esc key to enter the Boot Menu during Power-On Self-Test (POST) while the BenQ Joybook logo is being displayed.
2. Insert the Recovery CD Disc 1 into the CD-ROM drive.
3. Select CD-ROM Drive from Boot Menu and press Enter key.
4. Then system will boot from CD-ROM and you will see the Quick Restore screen.
5. When you finish the recovery process, remember to remove the Recovery CD.

Reinstalling software or driver

To install/reinstall the software or driver that was installed when you purchased your Joybook 5000, you could find the source files on the Recovery CD Disc 3.

Information on Safety, Cleaning, and Battery Maintenance

Safely When Using Joybook 5000

When setting up or operating Joybook 5000, please pay special attention to the following:

1. Keep this manual in a safe place for easy reference when needed.

2. Make sure to follow all instructions and warnings related to the system.

3. Place Joybook 5000 on stable, level surface, and ensure that the ventilation holes are not obstructed.

4. Do not expose Joybook 5000 to rain or excess humidity, and keep it away from liquids (such as beverages, faucets, and so on).

5. Do not expose Joybook 5000 to direct sunlight, and keep it away from sources of heat (such as radiators, space heaters, stoves, and so on).

6. Do not expose Joybook 5000 to heavy impacts or strong vibrations. When closing the screen of Joybook 5000, do not apply excessive force.

7. Do not place Joybook 5000 in environments where the temperature is below 0°C or above 50°C.

8. Do not place Joybook 5000 in the area of strong magnetic fields.

9. Use an appropriate electrical outlet, and make sure that no heavy objects are placed on the AC adapter or power cord.

10. The AC adapter is a high-voltage component. Do not attempt to repair it on your own. If it becomes damaged, please contact an authorized BenQ distributor or service center.

11. Make sure that the modem port is used only with a regular analog phone line. Do not connect a digital phone line to the modem port, as this will cause damage to the modem.

Battery Maintenance

1. Do not use AC adapters other than the one provided with Joybook 5000.

2. After an extended period of usage, the battery's ability to retain charge will gradually drop - this is absolutely normal. To replace an old battery, turn off Joybook 5000, and be sure to use a new battery from BenQ.

3. Put the battery away out of children's reach, and keep it away from sources of fire.

4. Follow the local laws governing the disposal of batteries. As far as possible, submit used batteries to be recycled.

5. Use of improper batteries, or attempting to disassemble a battery, may result in explosions. Use only batteries of the identical or equivalent type as replacements for worn-out batteries.

Battery Type: **LIP8157IVPT TW** Only!

Cleaning Your Joybook 5000

When cleaning Joybook 5000, follow these steps:

1. Turn off Joybook 5000, disconnect the AC adapter, and remove the battery.

2. Use a damp cloth to wipe the outer surface of Joybook 5000. Do not apply liquid or spray cleaners directly on Joybook 5000.

3. Do not use cleaners containing alcohol or acetone. Instead, use cleaning fluids specially formulated for LCD screens.

Warranty Information

BenQ Joybook
One-Year Overseas Regional Warranty (ORW)

This note serves to provide an improved and more comprehensive service for BenQ Joybook's customers when travelling abroad. Upon completion of the application, in certain countries BenQ Overseas Regional Warranty Service offers a one-year guarantee against defects from the date of purchase of this Joybook*. A BenQ Joybook global service center will take care of your Joybook wherever you may be. For more details and the latest information, please check the BenQ website (www.BenQ.com).

** This item can only be serviced by BenQ Joybook Overseas and its dealers. Please see details under Overseas Warranty Rights and Restrictions.
* Please check our website for the latest information as authorized dealers and countries may change.

How to apply for Overseas Regional Warranty service

Mail/Fax Local Warranty Card
Please fill in all required details on the Local Warranty Card and make sure that the card bears the stamp of an authorized dealer. Then, please forward it by mail or fax to your local BenQ service center.

Registering On-line
Customers from Taiwan/Hong Kong/China should register on their local BenQ website. For other areas, please check the BenQ website, www.BenQ.com, or phone your local BenQ service center.

After the local service center has received and approved your registered details it will send the "Joybook Regional Warranty Card" to you within 14 days. **Please ensure you carry the card with you when travelling abroad.** If you have any questions, please contact your local service center.

Overseas technical support can be obtained as follows

- For Internet service, please visit http://www.BenQ.com.
- For telephone service, please call your Joybook global service center.

- Take your Joybook to the ORW authorized service location. **BenQ guarantees Joy family members a one-year warranty service from the date of purchase indicated on your "Regional Warranty Card".**
- If the country you are in does not have a BenQ ORW authorized service center, or the service center is unable to support the model in question, you can look to other regions for technical support.

FAQ

Q1: Under which conditions can "BenQ Overseas Regional Warranty Service" be obtained?
A:
- By having purchased your Joybook from a BenQ authorized resellers (physical shop or virtual shop).
- By being in a designated country that is able to provide support and services for the Joybook's model.
- By showing the "BenQ Joybook Regional Warranty Card" to receive the service under warranty.
- By backing up the data on your hard disk drive before repair takes place.

Q2: What is covered under the "BenQ Joybook Overseas Warranty Service" warranty?
A:
Any failure of your Joybook's hardware as follows (the product must have been used correctly and in accordance with the manufacturer's instructions): mainboard, RAM, CPU, hard disk drive, optical disk drive, LCD panel, keyboard (limited to changing local language keyboard). Adapter and software problems are not included in our warranty agreement; a charge will be made for providing services in this regard.

Q3: Is this service available for all Joybook models?
A:
No. The service condition may be different in all designated countries for all Joybook models. For more information, please check BenQ website "www.BenQ.com" or contact your local service center.

Q4: Can I use a BenQ Joybook Regional Warranty Card when I am in Taiwan?
A:
This card is mainly offered to overseas Joybook customers needing repairs. If you have the Joybook repaired in the purchase location, the warranty card can only be recognized from "the date of purchase", but the local BenQ guarantee will still comply with the terms and conditions for repair services.

BenQ Joybook Global Service Center

Asia Pacific	**China** Tel: +86-512-68092520	www.BenQ.com.cn
	Hong Kong Tel: +852-23306188	www.BenQ.com.hk
	Taiwan Tel: 0800-027-427 +886-3-3598800#2766	www.BenQ.com.tw
	Singapore Tel: +65-6777-2229	www.BenQ.com.sg
	Thailand Tel: +66-2-6700310-1	www.BenQ.com.th
	Malaysia Tel: +603-7954-8660	www.BenQ.com.my
Australia	**Australia** Tel: +61-1300-130-336	www.BenQ.com.au
Europe	**Europe HQ Netherlands** Tel: 0900-2021-021 +31-499-750-200	www.BenQ-eu.com
Middle East	**Middle East** Tel: + 971-4-8833600	www.BenQ.co.ae